

AG Contract No. KR97 2444TRN
ADOT ECS File No. JPA 97-181
Project: CM-900-0(182)/H4135 02X
Program: FY976-987 Capitol Rideshare

INTERAGENCY SERVICES AGREEMENT
BETWEEN
THE DEPARTMENT OF TRANSPORTATION
AND
THE DEPARTMENT OF ADMINISTRATION

THIS AGREEMENT is entered into 1 October, 1997,
pursuant to Arizona Revised Statutes Section 35-148 between
agencies of the State of Arizona, to wit; the DEPARTMENT OF
TRANSPORTATION, acting by and through its Director (the "DOT")
and the DEPARTMENT OF ADMINISTRATION, acting by and through its
Director (the "DOA").

I. RECITALS

1. The DOT is empowered by Arizona Revised Statutes Section 28-108 and 28-112 to enter into this agreement and has by resolution, a copy of which is attached hereto and made a part hereof, and has delegated to the undersigned the authority to execute this agreement on behalf of the DOT.

2. The DOA is empowered by Arizona Revised Statutes Section 41-1504 to enter into this agreement and has authorized the undersigned to execute this agreement on behalf of the DOA.

3. Arizona State government, through various programs, has devoted significant effort towards a Phoenix metropolitan clean air environment. One successful program, administered by the DOA, is the Capitol Rideshare Program, which encourages and rewards state employee carpooling and other alternative transportation methods, and which satisfies the requirements of ARS Section 49-581 et seq. The Federal Highway Administration supports the Program effort financially through the DOT, and has allocated federal Congestion Mitigation Air Quality (CMAQ) funds in the amount of \$135,000.00 for FY97-98 for DOT distribution in support of the Programs. This agreement is to define the responsibilities of the parties hereto relating the Program.

THEREFORE, in consideration of the mutual agreements expressed herein, it is agreed as follows:

II. SCOPE

1. The DOT will:

As soon as practicable after receipt and approval of reports and invoices, reimburse the DOA for the reasonable costs associated with the performance of the administration of the Program. The total amount of Federal CMAQ reimbursements contemplated under this agreement is \$135,000.00.

2. The DOA will:

a. During the period 1 October 1997 through 30 September 1998, provide approximately \$55,000.00 in matching funds, and perform and accomplish administration of the Program generally in accordance with the Program Workplan and Program Objectives, which are attached hereto as Exhibit A and made a part hereof.

b. Provide DOT with monthly narrative progress reports. Mark such reports and related documents as then may be requested by DOT, to include disclaimer statements as appropriate.

c. Invoice the DOT, (ADOT, Attn: William Sapper, Program Manager, 205 S. 17th Ave, MD340B, Phoenix, AZ 85007) no more often than monthly, for the reasonable costs associated with the performance and administration of the Program.

III. MISCELLANEOUS PROVISIONS

1. This agreement, which is contingent upon the availability of federal funds, shall remain in force and effect until cancelled by either party, or other competent authority. Should the Program not be completed, be partially completed, or be completed at a lower cost than the estimated amount, or for any other reason should any of these funds not be expended, a proportionate amount shall be reimbursed to the DOT. Exhibit A to this agreement may be amended as appropriate by the written agreement of the parties hereto.

2. This agreement shall become effective upon execution by the parties hereto.

3. This agreement may be cancelled in accordance with Arizona Revised Statutes Section 38-511.

4. The provisions of Arizona Revised Statutes Section 35-214 pertaining to audit are applicable to this contract.

5. In the event of any controversy which may arise out of this agreement, the parties hereto agree to abide by required arbitration as is set forth in Arizona Revised Statutes Section 12-1518.

6. All notices or demands upon any party to this agreement shall be in writing and shall be delivered in person or sent by mail addressed as follows:

Arizona Department of Transportation
Joint Project Administration
205 South 17th Avenue Mail Drop 616E
Phoenix, AZ 85007

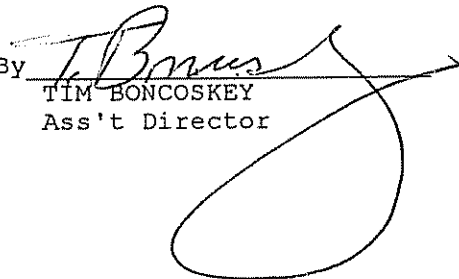
Arizona Department of Administration
Capitol Rideshare Program Manager
1700 West Washington Street Room 420
Phoenix, AZ 85007


IN WITNESS WHEREOF, the parties have executed this agreement the day and year first above written.

STATE OF ARIZONA

DEPARTMENT OF ADMINISTRATION

DEPARTMENT OF TRANSPORTATION

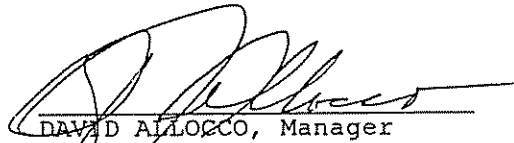
By 
TIM BONCOSKEY
Ass't Director

By 
JAY KLAGGE, Director
Transportation Planning

RESOLUTION

BE IT RESOLVED on this 9th day of October 1997, that I, the undersigned LARRY S. BONINE, as Director of the Arizona Department of Transportation, have determined that it is in the best interests of the State of Arizona that the Department of Transportation, acting by and through the Intermodal Transportation Division, to enter into an agreement with the Arizona Department of Administration for the purpose of defining responsibilities for conducting the FY97-98 Capitol Rideshare Program.

Therefore, authorization is hereby granted to draft said agreement which, upon completion, shall be submitted to the Director of Transportation Planning for approval and execution.



DAVID ALLOCCO, Manager
Engineering Technical Group
for Larry S. Bonine, Director

Program Objectives & Strategies

October 1, 1997 - September 30, 1998

The Program Objectives section includes ten goals and our strategies to accomplish these goals. Capitol Rideshare estimates that our program will save State employees more than 13 million miles and the Valley 266 tons of pollution (173 tons of Carbon Monoxide, 35 tons of NOX, 48 tons of Hydrocarbons and 10 tons of Particulates) this fiscal year.

1. Work closely with Agency Travel Reduction Coordinators (ATRC's); recruit and train Coordinators as needed.

Capitol Rideshare will continue to produce and distribute *The Coordinator Update*, a quarterly newsletter for Coordinators. The newsletter will continue to provide information about upcoming events and rideshare, travel reduction and air quality news. Additionally, we spotlight a Coordinator of the Quarter in the newsletter, and allow them to offer tips and information to other Coordinators. This Coordinator will also receive a Certificate of Recognition and token of appreciation from Capitol Rideshare in honor of their contribution to the program.

We will continue a quarterly update meeting program with all Coordinators: A Rideshare Roundtable. The Coordinators are divided into two categories: Agencies with fewer than 500 employees and agencies with more than 500 employees. The purpose of the division and the conducting of two separate meetings is to enable us to conduct effective brainstorming sessions for the Coordinators as well as focus on topics relevant to their agency. By meeting once a quarter, it serves to expedite the information processing as well as provide motivation to our Coordinators. During each meeting, we will recognize the Coordinator who has achieved the highest percent increase in Commuter Club memberships for the previous quarter. Since the Coordinator may often be our first link to the State employee, we feel it is extremely important to motivate, educate, assist, and reward our Coordinators to the best of our ability.

In December, Capitol Rideshare will conduct our annual combination workshop and appreciation event for the Coordinators. At this event, staff will review policies and procedures; outline the Bus Card Plus and subsidy program; explain the Commuter Club; train new Coordinators; report on program results and status; and conduct a troubleshooting session. We will also distribute token gifts of appreciation as well as a program evaluation for Coordinators to complete and return. Capitol Rideshare will conduct New Coordinator orientation throughout the year on an as-needed basis.

2. Improve and expand upon methods of disseminating travel reduction information to all State employees, including new hires, in Maricopa County.

Capitol Rideshare staff will continue to promote carpooling, vanpooling, bus riding, walking, bike riding, etc. to State employees by distributing information about alternate modes, publicizing special programs like Bus Card Plus, the DASH and HOV lanes, and educating State employees on gasoline conservation and air pollution.

Capitol Rideshare staff will continue to provide all non-university, State employees in Maricopa County with *The Ride Line* newsletter. Capitol Rideshare will continue the frequency of bi-monthly, six times per year (November, January, March, May, July, and September). Each issue will be a four-page format. The newsletter will continue to

provide up-to-date information, motivational articles, informative features, contests and promotions, an employee communication column, and will always feature an application in each issue.

Capitol Rideshare will have three payroll enclosures this year. The breakdown is as follows: one enclosure for the Clean Air Campaign in October, one for general Rideshare and Commuter Club information in February, and one for Operation Ozone in June.

Capitol Rideshare will provide the editors of State agency newsletters with at least six articles about ridesharing, the Clean Air Campaign, Operation Ozone, Bus Card Plus, the Commuter Club, overall Travel Reduction programs or related issues and will distribute news releases and artwork to State and local publications when appropriate.

Capitol Rideshare will continue to work with Agency Travel Reduction Coordinators to maintain literature displays in fifteen buildings. Capitol Rideshare will conduct random inspections of all rideshare displays to insure that they are being properly maintained, stocked, and are clean.

Capitol Rideshare will utilize the New Employee rideshare brochure and will continue to distribute the brochure and related materials to all newly hired employees with the help of the Arizona Department of Administration Personnel Division and State agency personnel managers as well as Agency Travel Reduction Coordinators.

Capitol Rideshare will continue to investigate and participate in other options of participation whereby exposure could be achieved.

3. Continue to provide individualized rideshare assistance and to keep the database updated.

Capitol Rideshare staff will continue to update the database monthly. Staff will also continue to provide carpool matchlists, vanpool information and assistance, bus route and subsidy information, and bike route and safety information to State employees promptly and cheerfully. Capitol Rideshare will continue to establish carpools and vanpools, issue Rideshare parking permits, track monthly progress, and assist in any way where appropriate. The program assistant will also track progress of the new software system and evaluate the effectiveness of the new programs.

4. Maintain benefits and incentives for the Capitol Rideshare Commuter Club and work to continue to expand membership.

Capitol Rideshare will continue to promote the Commuter Club in all phases of marketing. It is designed as an integral part of our program. Any State employee in Maricopa County who uses an alternate commute mode at least twice a week qualifies for membership to the Capitol Rideshare Commuter Club and is entitled to the following benefits:

Employer Rewards--Capitol Rideshare will work with Valley businesses to continue our promotion of Merchants Who Care About Clean Air discount card and pocket guide and will distribute them to Commuter Club members during renewal in June of every odd numbered year as well as ongoing distribution to members as they join.

State Vehicles for Appointments--Capitol Rideshare will continue to work with the Arizona Department of Administration motor pool to allow Commuter Club members to reserve their State vehicles ten days in advance instead of the usual seven days allowed all other State employees.

Special Parking--Capitol Rideshare will continue to provide preferential parking at most State buildings for Commuter Club members who carpool at least three times a week. Staff will continue to have close contact with Facilities Management and Capitol Police regarding the misuse of preferential parking places at State-owned facilities.

Additionally, staff will continue to provide the Arizona Department of Administration motor pool and property managers with up-to-date lists of valid parking permits, to insure that adequate parking is available wherever possible. Lost or stolen permits are reported to Capitol Police so violators can be spotted.

Emergency Transportation--Capitol Rideshare will continue to distribute vouchers for an Emergency Ride Home to Commuter Club members to use if they become ill at work, have an ill family member or have a carpool driver who strands them at work.

Capitol Rideshare will recruit members in a variety of ways. We will actively recruit new members through Bus Card Plus applications, contests, newsletter articles, and general promotions.

Each issue of the newsletter *The Ride Line* will feature an article or advertisement on the benefits of the Commuter Club as well as an application.

Capitol Rideshare will be utilizing a payroll enclosure dedicated to recruiting membership for the Commuter Club.

By May 30, 1998, the goal of Capitol Rideshare will be to increase the Commuter Club membership by 5 percent, bringing the total number of members to 4,638.

5. **Conduct various exposure activities/events to increase awareness of our programs among State employees.**

Capitol Rideshare will host an annual Transportation Expo to be held in the Capitol Complex area during the month of August 1998. The expo will be a high profile activity that will generate a positive amount of exposure for Capitol Rideshare. Transit companies and organizations and related vendors will be invited to participate. The Commuter Club, Bus Card Plus, the Capitol Bike Club, and general Rideshare will be heavily promoted at this event.

Capitol Rideshare will continue to set up information tables at various locations throughout the year to recruit new members for the Commuter Club. We will also be conducting Transit Information tables to introduce busing to apprehensive State employees.

At least four lunch-hour information tables will be set up inside cafeterias at various agencies to promote ridesharing in general and distribute informational materials.

6. **Promote Bus Card Plus and the bus subsidy program to eligible State employees.**

Capitol Rideshare will continue to promote Bus Card Plus through various promotional mediums. At least four articles will be featured on Bus Card Plus in our newsletter, *The Ride Line*, throughout the year.

Capitol Rideshare will provide all collateral material for the Bus Card Plus program such as brochures, applications, posters, and display boards. Capitol Rideshare will provide marketing support during the renewal process in the Fall of 1998.

7. **Promote vanpools and the vanpool subsidy program to eligible State employees.**

Capitol Rideshare will promote vanpooling through various promotional mediums. At least three articles will be featured specifically on vanpooling and the subsidy in our newsletter, *The Ride Line*, throughout the year.

Capitol Rideshare will provide necessary marketing materials for vanpooling. Additional materials such as invoices and special reports will be furnished by the Regional Public Transportation Authority and the contracted van provider.

8. **Coordinate the State's participation in the Valley-wide Clean Air Campaign.**

Capitol Rideshare continues to take part in a yearly effort to educate employees about air pollution and to urge them to try alternate modes of transportation and to change their commuting habits. Capitol Rideshare will develop the logo and all collateral designs for the Clean Air Campaign such as coupons, flyers, and posters.

Prior to the Clean Air Campaign, Capitol Rideshare will conduct an Agency Travel Reduction Coordinator workshop about the Clean Air Campaign.

Staff will participate in and help promote, among State employees, the campaign kick-off event, community-wide challenges, bike to work day, and various special events.

Capitol Rideshare will maintain the State agency competition with five categories (very large, large, medium-sized, small and very small agencies) and conduct the Clean Air Challenge Weeks. Staff will obtain prizes from local businesses to be drawn for agency representatives and State employee participants. Prize drawings will be billed as an event and employees will be encouraged to watch and assist with the drawing.

Staff will conduct various exposure and awareness promotions encouraging employee participation.

Capitol Rideshare will plan and host the Clean Air Campaign Reception in August of 1998 to honor winning agencies and recognize Coordinators for their contributions to the Clean Air Campaign.

9. Administer the ninth annual travel reduction survey and prepare the State's ninth annual travel reduction plan.

Capitol Rideshare will continue to comply with the requirements of the 1988 Air Quality Bill. This bill requires every major employer in Maricopa County to conduct a survey of employee commute patterns and then implement a Travel Reduction Plan that will reduce the number of single passenger commute trips or miles to their work sites by a target of 10% during the first five years and 5% every year thereafter until an ultimate goal is achieved.

In January 1998, staff will work with each agency to get an accurate employee count by building in order to prepare for receipt of the ninth year Travel Reduction Survey. In February, Capitol Rideshare will draft a letter of support from the Governor to all State employees regarding the importance of completing the survey. In March, staff will sort the surveys, train the Coordinators, prepare detailed instructions and a letter to accompany each survey, and will hand deliver the surveys to our Coordinators at each agency. On the last day of March, we will also launch the "Think Pink" awareness campaign. In April, the Maricopa County Travel Reduction Survey will be administered. Completed surveys will then be received, counted and packaged by site for delivery to Maricopa County. Upon completion of the survey process, we will administer an evaluation form to all Coordinators to ensure we are providing the best possible training, information and assistance.

Once Maricopa County processes the completed surveys, Capitol Rideshare will receive a computerized tabulation of the results. The results will indicate percentage changes in commute behavior as compared to last year. Information will also be provided to help us predict incentives that will increase participation in rideshare programs. We will use this information to write our ninth year Travel Reduction Plan.

10. Continue community network participation.

Capitol Rideshare will continue to work with and assist in any way possible the Regional Public Transportation Authority, various regional Transportation Management Associations, the Association for Commuter Transportation, and Valley businesses.

Staff will meet with Travel Reduction representatives from other companies and government entities on a regular basis for program evaluation and strategy sessions.

Capitol Rideshare will continue to promote walking and seek opportunities to better accommodate pedestrians in the Capitol Mall area.

Capitol Rideshare will continue to serve on the Board of Directors for the Valley of the Sun Chapter of the Association of Commuter Transportation.

Products and Services

1. Coordinator Relations

The Coordinator Update, workshop and appreciation event, training and evaluation materials, Certificate of Achievements, gifts of appreciation, correspondence, daily contact, quarterly roundtable meetings, coordinator list.

2. Information Dissemination

The Ride Line, materials for literature display racks, payroll enclosures, articles for agency newsletters, brochures, assorted Capitol Rideshare literature, new employee rideshare brochures.

3. Individual Assistance

Matching applications, vanpool information, bus route information, bike route and safety information, bike buddies database, parking permits, information cards, stationery, envelopes, database updates and deletions.

4. Commuter Club Incentives

Membership and discount cards, membership applications, welcome brochure, promotional items, emergency ride home vouchers, pocket guides, advance notice for State vehicle use, preferential parking passes, preferential parking signs, information cards on carpooling to accompany membership.

5. Exposure Activities\Events

Flyers, brochures, transit information, list of participating vendors, promotional items, program literature, prize lists.

6. Bus Card Plus

Information brochures, posters, literature displays, payroll enclosures, pocket guides, publication articles, news releases, applications, promotional items.

7. Vanpools

Information brochures, posters, literature displays, payroll enclosures, publication articles, news releases, applications, promotional items.

8. Clean Air Campaign

Training workshop, training materials, promotional items, flyers, posters, coupons, agency director model letter, prizes, kick-off event, agency-sponsored events, appreciation reception, prize drawing, trophies and trophy engraving.

9. Travel Reduction Plan

Instructional materials, Governor's letter to employees, director's letter to employees, survey delivery and collection, analysis of survey results, written plan.

10. Community Network Participation

Monthly reports will reflect activity.

Staffing

The Capitol Rideshare staff, supported by this funding, will include one full-time administrator, one full-time assistant, and one 80%-time secretary.

The administrator (100% FTE) creates, develops, plans and coordinates marketing efforts, organizes special events, writes and designs literature, prepares correspondence, writes press releases for outside public and private publications and media, submits monthly reports to the Arizona Department of Administration program manager, works with Phoenix Transit and the Regional Public Transportation Authority, provides marketing consulting support for the Regional Public Transportation Authority, makes presentations to Agency Travel Reduction Coordinators who serve general rideshare interests as well as duties for the Clean Air Campaign and Travel Reduction Surveys. The administrator also coordinates Travel Reduction Surveys, prepares the State's Travel Reduction Plan, coordinates carpool parking with the Arizona Department of Administration (ADOA) parking services and Capitol Police, prepares program submissions for various awards, works with local businesses to obtain donations for the State's Clean Air challenge drawing, and maintains a network of community transportation contacts.

The rideshare assistant (100% FTE) helps plan and coordinate special events; helps produce promotional materials; assists applicants with matchlists and parking permits; adds to and updates the database, answers requests for information on alternate commute modes; works with ADOA parking services and Capitol Police; and distributes newsletters, payroll enclosures and other materials to State employees.

The secretary (80% FTE) assists with large projects and special events, assists applicants with permits in the absence of the assistant, and provides clerical support to the program.

Program Equipment

Capitol Rideshare property includes office furniture for four personnel, three computer terminals, one LaserJet printer, one color printer, and a fax machine.

Progress Reporting, Billing

The administrator submits monthly reports to the Arizona Department of Administration (ADOA) program manager and to the Arizona Department of Transportation within fifteen days following each month. Reports list activities and accomplishments working toward the year's objectives and include product samples and a spreadsheet reflecting the number of Commuter Club members, estimated resulting fuel and pollution savings and related information.

Additionally, the administrator and the ADOA program manager meet, as requested, with representatives of the Arizona Department of Transportation and Federal Highway Administration to give an update on the progress of the program.

The Department of Administration accounting division prepares monthly invoices which are submitted to ADOT with the monthly progress reports.

Coordination

To coordinate the rideshare and travel reduction related efforts of this region, Capitol Rideshare will participate in a Maricopa Association of Governments (MAG) Rideshare Working Group. One representative from each of the following entities will participate on the Working Group: the Arizona Department of Administration, the Arizona Department of Environmental Quality, the Arizona Department of Transportation (ADOT), the Maricopa County Travel Reduction Program (TRP) and the Regional Public Transportation Authority (RPTA). The Federal Highway Administration will also receive all Working Group mailings so they will be informed of the activities of the Working Group.

It is anticipated that the Rideshare Working Group will meet on a quarterly basis unless additional coordination is necessary. The progress reports developed by the implementing agencies (Arizona Department of Administration, Maricopa County TRP, and RPTA) for the Congestion Mitigation Air Quality Improvement Program funds will be forwarded to ADOT, and copies of these reports will be provided to MAG.

Capitol Rideshare Budget
October 1, 1997 - September 30, 1998

Accounting Format
Arizona Department of Administration

<u>Personnel Services</u>	
Salaries	\$ 76,500
ERE	17,600
Travel	1,000
Subtotal	95,100
Equipment	500
<u>Other Operating</u>	
Advertising *	3,500
Postage	1,000
Telephone	8,000
Office Rental	5,600
Insurance	0
Printing **	14,800
Equipment Maintenance	400
Office Supplies	3,000
Organizational Dues	400
Education, Training	600
Registration Fees	600
Audit\Professional Services	0
Subscriptions	500
Subtotal	38,400
Emergency Ride Home	1,000
Indirect	0
Total	\$135,000

* Preferential parking signs, trophies, plaques, awards, reception invitations, certificates, ceremonies, events, film, film developing, display units, promotional items, etc.

** Posters, fact sheets, newsletters, brochures, payroll enclosures, matching applications, permits, new employee brochures, Commuter Club cards, pocket guides, coupons, entry slips, etc.

Level of Effort by Objective

Rideshare Administrator (100%)

Objectives	% of Time	Hours
Coordinator Relations	4	83
Information Dissemination	35	733
Individual Assistance	2	42
Commuter Club Incentives	10	210
Exposures Activities/Events	9	189
Bus Card Plus	5	105
Vanpool Program	2	42
Clean Air Campaign	15	314
Travel Reduction Plan	10	210
Network Participation	8	168
TOTAL	100	2096

Level of Effort by Objective

Rideshare Assistant (100%)

Objectives	% of Time	Hours
Coordinator Relations	12	252
Information Dissemination	20	419
Individual Assistance	25	524
Commuter Club Incentives	6	125
Exposures Activities/Events	5	105
Bus Card Plus	4	84
Vanpool Program	5	105
Clean Air Campaign	19	398
Travel Reduction Plan	2	42
Network Participation	2	42
TOTAL	100	2096

Level of Effort by Objective

Rideshare Secretary (80%)

Objectives	% of Time	Hours
Coordinator Relations	2	34
Information Dissemination	25	419
Individual Assistance	12	200
Commuter Club Incentives	25	419
Exposures Activities/Events	2	34
Bus Card Plus	2	34
Vanpool Program	0	0
Clean Air Campaign	22	369
Travel Reduction Plan	9	151
Network Participation	1	17
TOTAL	100	1677

Work Task Schedule

(ALL Objectives are ongoing; X indicates major events/projects now scheduled)

OBJ #	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1			X			X			X			X
2	X	X	X		X	X	X	X	X	X		X
3	X	X		X	X	X	X	X	X	X	X	X
4	X			X			X		X	X		
5	X				X		X		X		X	
6	X			X		X		X				
7		X		X				X				
8		X	X						X	X		
9					X	X	X			X		
10	X	X	X	X	X	X				X	X	X

Estimated Expenditures
October 1, 1997 - September 30, 1998

#	OBJECTIVE	FHWA	DOA	TOTAL
1	Coordinator Relations	\$ 8,045	\$ 4,603	\$12,648
2	Information Dissemination	42,822	19,686	62,509
3	Individual Assistance	15,533	658	16,190
4	Commuter Club Incentives	16,918	1,658	18,576
5	Exposure Activities/Events	7,836	3,945	11,781
6	Bus Card Plus	4,772	6,575	11,348
7	Vanpool Program	2,989	2,630	5,619
8	Clean Air Campaign	21,732	9,205	30,937
9	Travel Reduction Plan	8,809	15,781	24,589
10	Network Participation	5,543	5,260	10,803
		<hr/>	<hr/>	<hr/>
TOTAL		\$135,000	\$70,000	\$205,000

For the most part, general operating expenses such as rent, telephone, postage, etc. have been spread across all objectives based upon the level of staff support for each objective.